



The National Association for State Community Services Programs (NASCSP)
Recognizing and Managing Trauma and Burnout for WAP Workers

www.nascsp.org

AGENDA



Introductions and Agenda

NASCSP Overview and Mission

Understanding the impacts of Trauma

Group Discussions

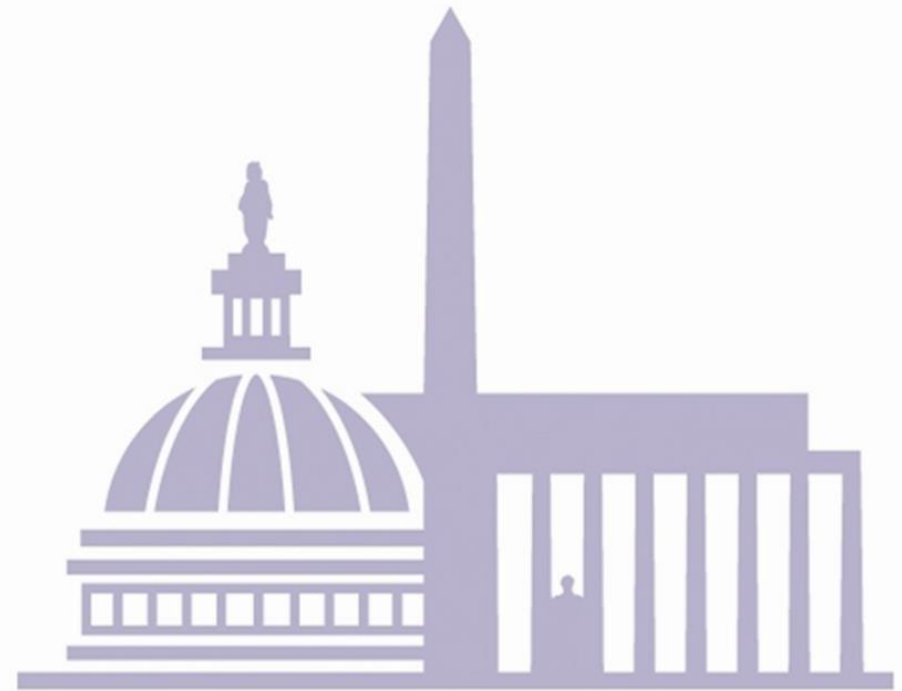
Managing Symptoms and Resources

NASCSP's Mission

Increasing capacity in States to achieve economic security and energy efficiency in low-income communities.

The National Association for State Community Services Programs (NASCSP) is the **sole national** association charged with advocating and enhancing the leadership role of States in the administration of the Community Services Block Grant (CSBG) and Weatherization Assistance Program (WAP).

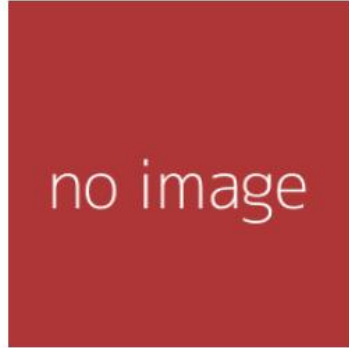
NASCSP represent all **57** states, territories and districts of WAP and CSBG.



NASCSP's Staff



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NASCSP's Board

Executive Officers

Beverly Buchanan, President – AR
Matt Fitzgerald, Vice President – VA
Melanie Sanford, Secretary – MI
Robert Garber, Treasurer – MO
Stuart Campbell, CSBG Chair – MD
Jeffery Heino, WAP Chair – WI

Regional Representatives

Region I

- **Ditzah Wooden-Wade**, CSBG – MA
- **Joshua Larose**, WAP – VT
- **Cassandra Norfleet-Johnson**, CSBG – CT
- **Brad Fenton-Snell**, WAP-ME

Region II

- **Shelly Woda**, CSBG – WV
- **Keli Reynolds**, WAP – KY
- **Rhoda Talley**, CSBG – AL
- **Matthew Melton**, WAP – SC

Region III

- **Rhea Woods**, CSBG – LA
- **Scott Kuhn**, WAP – KS
- **Karen Keith**, CSBG – TX
- **Troy Cucchiara**, WAP – NM

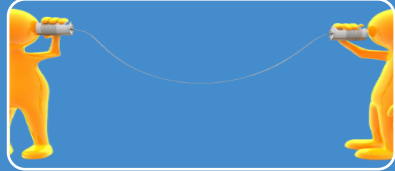
Region IV

- **Shawna Peña**, CSBG – WY
- **Stephanie Insinna-Sahondo**, WAP – CO
- **Anna Sainsbury**, CSBG – WI
- **Maddy Kamalay**, WAP – MI

Region V

- **Karen Dunn**, CSBG – WA
- **Seth Kolodziejski**, WAP – WA
- **Leslie Taylor**, CSBG – CA
- **Mimi Burbage**, WAP – AK

What We Do



Communications & Advocacy



Training & Technical Assistance



Leadership & Networking



Collaborative Partnerships

Advocacy & Bill Tracking

NASCSP works on behalf of our members in many ways

- **Spotlight** member work & needs.
- **Support** legislative efforts.
- **Track** new & ongoing legislation.
- **Partner** with other national associations.

NASCSP advocates for our Member programs for continuous program improvements. Review pending legislation and track legislation impacting the programs.



Weatherization



WAP Working Groups

- Weatherization Readiness
- LIHEAP & Weatherization Coordination
- Workforce Development



Data Collection & Research

WAP State Plans & Resources



+ 2022 State Plans

+ 2021 T&TA Plans

+ 2021 State Plans

+ 2021 Health and Safety Plans

+ 2021 Monitoring Plans

+ 2021 WAP Policy and Procedures

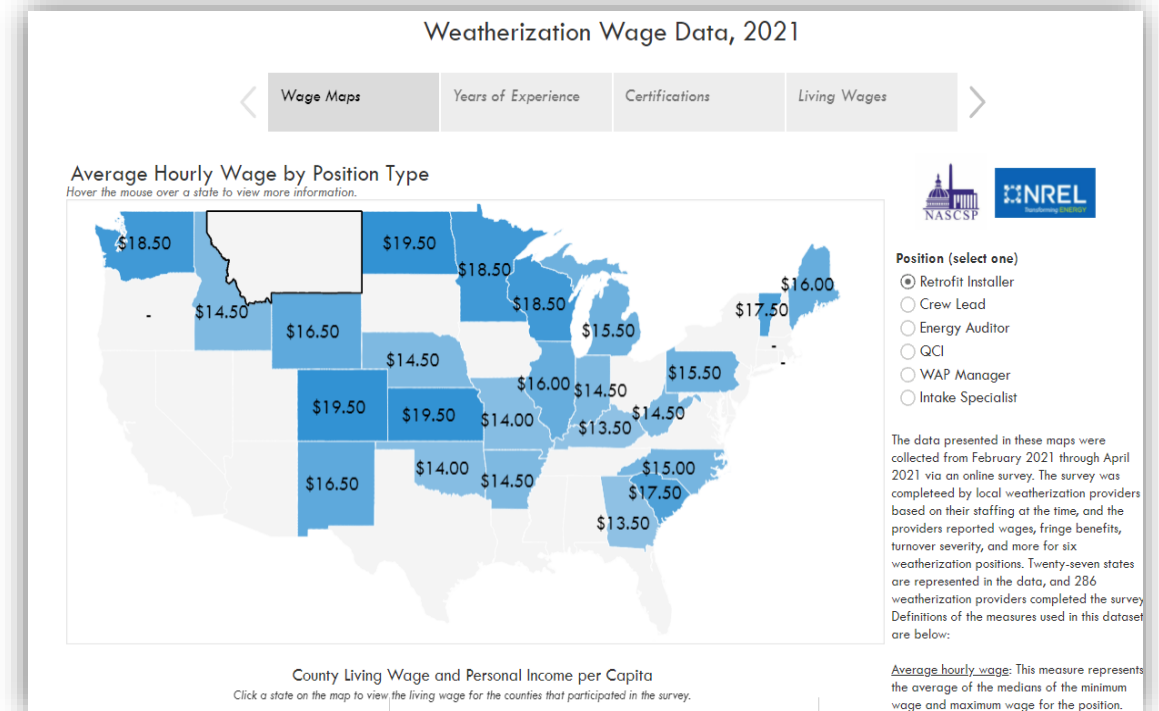
+ 2020 State Plans

+ 2019 State Plans

+ 2019 Health and Safety Plans

NASCSP collects data ranging from WAP State Plans and state plan documents.

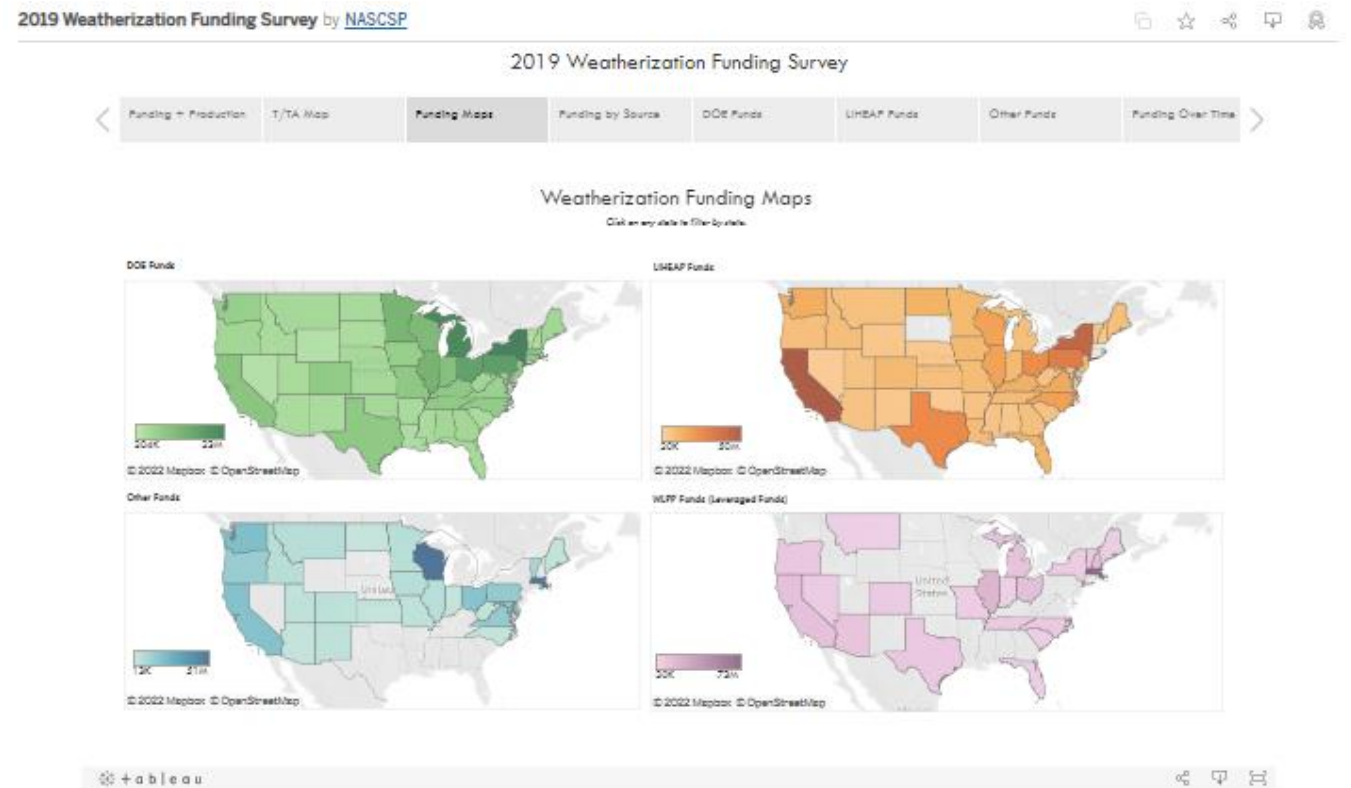
Wage Study



NASCSP conducts research in many areas in order to better understand the nature of our work.

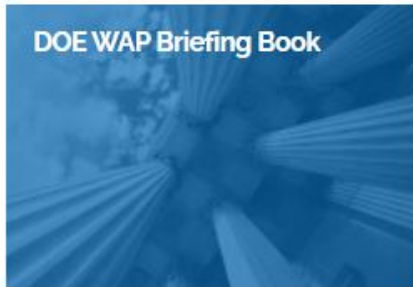
Resource & Tool Development

Annual Funding Report & Tools



Finding the Resources

Weatherization Publications



<https://nascsp.org/wap/weatherization-publications/>

Weatherization Assistance Program Technical Assistance Center (WAPTAC)



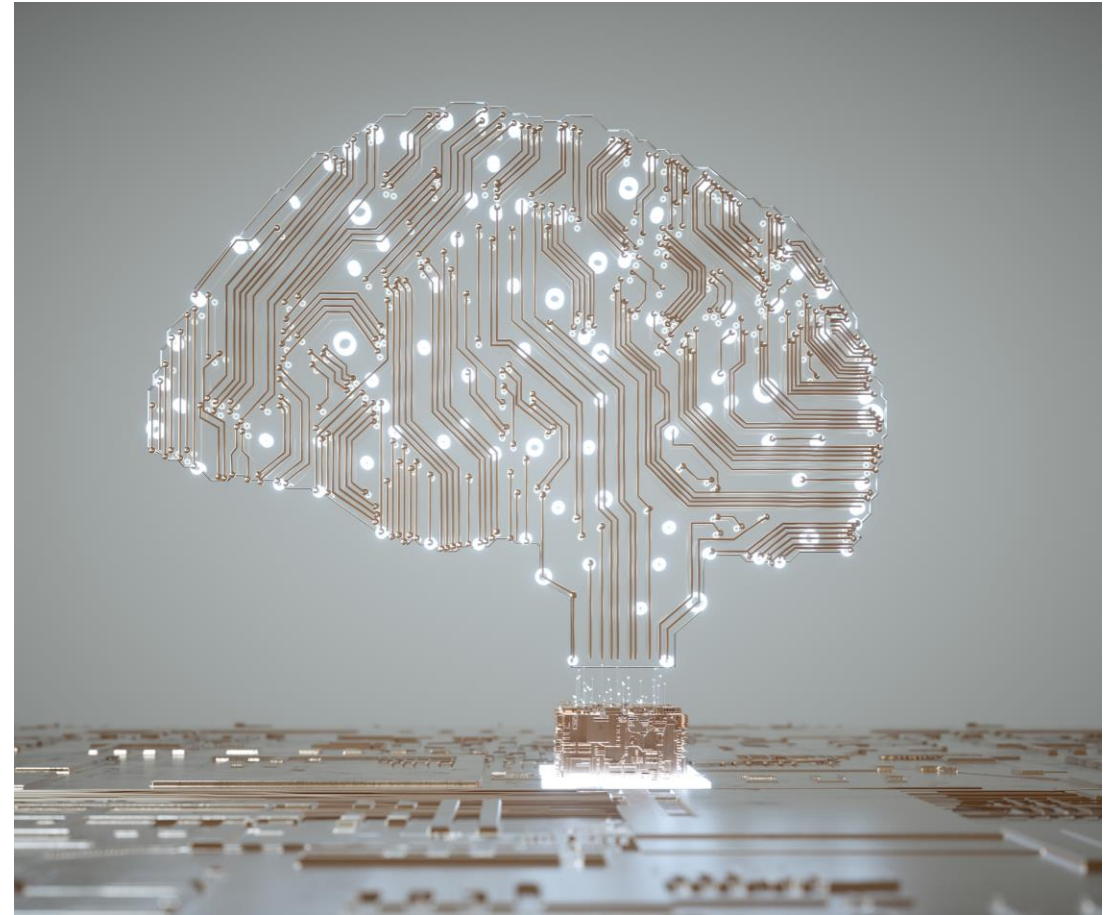
<https://nascsp.org/wap/waptac/>

Introductions

- NASCSP Introductions
- Audience Introductions
 - Name
 - Job Title
 - Years in the Program
 - One thing that keeps you in Weatherization?



Trauma Exposure in Weatherization



NORMS

- Stay engaged
- Speak your truth
- Experience discomfort
- Expect and accept non-closure
- Listen for understanding
- ~Cultures Connecting~



SPEAK
truth

Goals for session

- **Develop** basic understanding of impact of trauma exposure.
- **Define** related terms.
- **Understand** why it happens.
- **Identify** it in yourself and others.

Compassion Fatigue:

stress resulting from helping or wanting to help people who are experiencing trauma or suffering.

GoodTherapy.org

What is Trauma?

- Terrorist attacks
- Car or plane accidents
- Natural disasters
- Sexual assault
- Military combat
- Serious injury
- Acts of violence
- Witnessing abuse
- Emotionally or physically unavailable caregivers
- Chronic pain or illness
- Infidelity
- Loss of a pet
- Financial problems
- Emotional abuse
- Breakups
- Relationship conflicts
- Lack of access to healthcare
- Lack of access to food or shelter
- Living in a crime heavy area
- Racism
- Homophobia
- Sexism
- Bullying or harassment
- Career changes

Terminology

Empathy

Compassion

Compassion Satisfaction

Trauma Exposure

Secondary Traumatic Stress

Vicarious Trauma

Compassion Fatigue

Burn Out

Terms

- **Empathy** – The ability to understand and share the feelings of another.
- **Compassion** - sympathetic pity and concern for the sufferings or misfortunes of others.
- **Trauma Exposure** – Bearing witness to or experiencing events that are emotionally disturbing or life-threatening. Frequently causing lasting adverse effects.
- **Secondary Traumatic Stress** - Secondary traumatic stress is the emotional duress that results when an individual hears about the firsthand trauma experiences of another.

Terms Continued

- **Vicarious Trauma¹** - Vicarious traumatization is a negative reaction to trauma exposure and includes a range of psychosocial symptoms.
- **Compassion Fatigue** - Indifference to charitable appeals on behalf of those who are suffering, experienced as a result of the frequency or number of such appeals.
- **Compassion Satisfaction** - Compassion satisfaction is the pleasure and satisfying feeling that comes from helping others.

Terms Continued

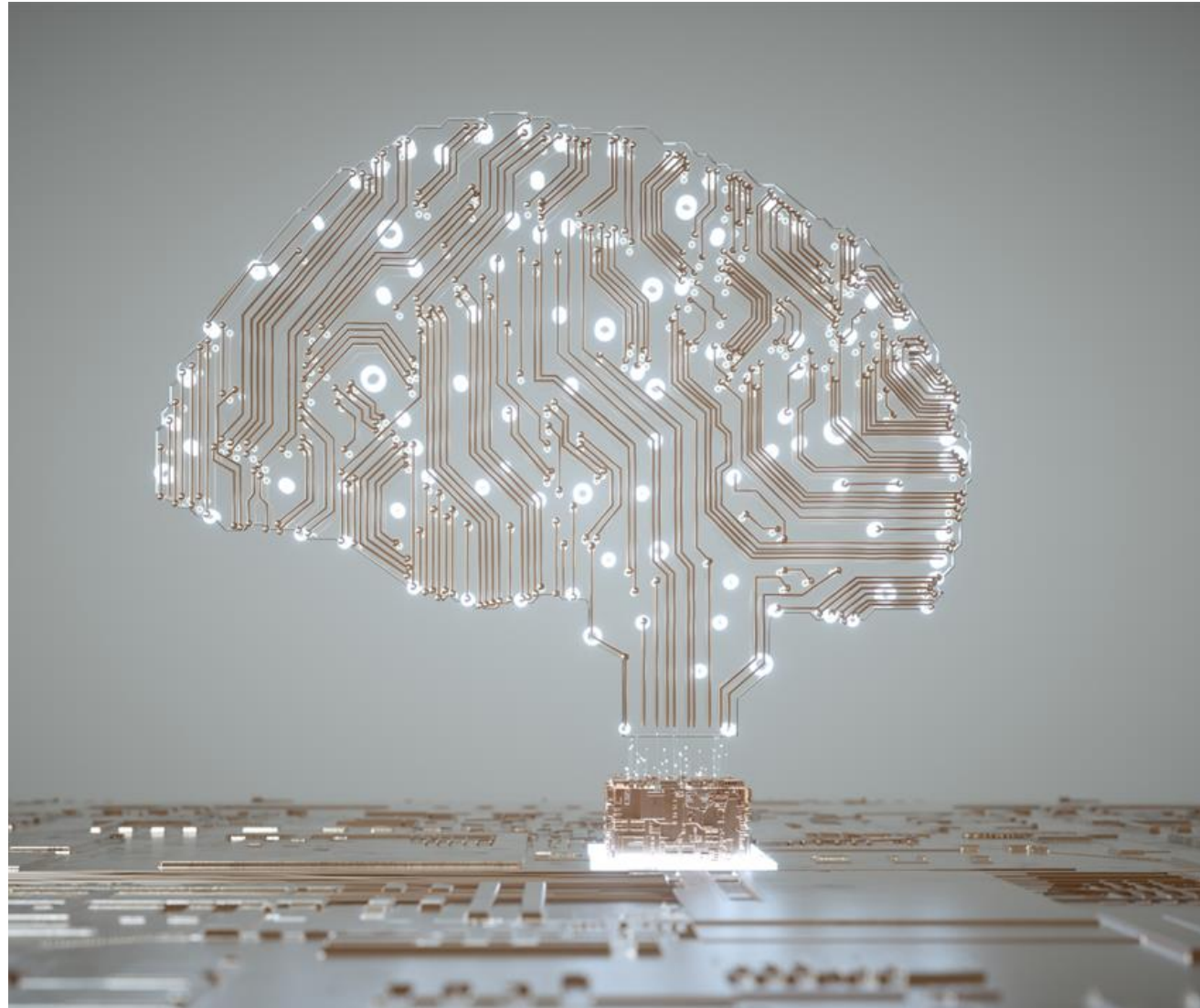
- **Burn Out¹** - Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:
 1. feelings of energy depletion or exhaustion;
 2. increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
 3. reduced professional efficacy.

1 - WHO - <https://www.who.int/news/item/28-05-2019-burn-out-an-occupational-phenomenon-international-classification-of-diseases>

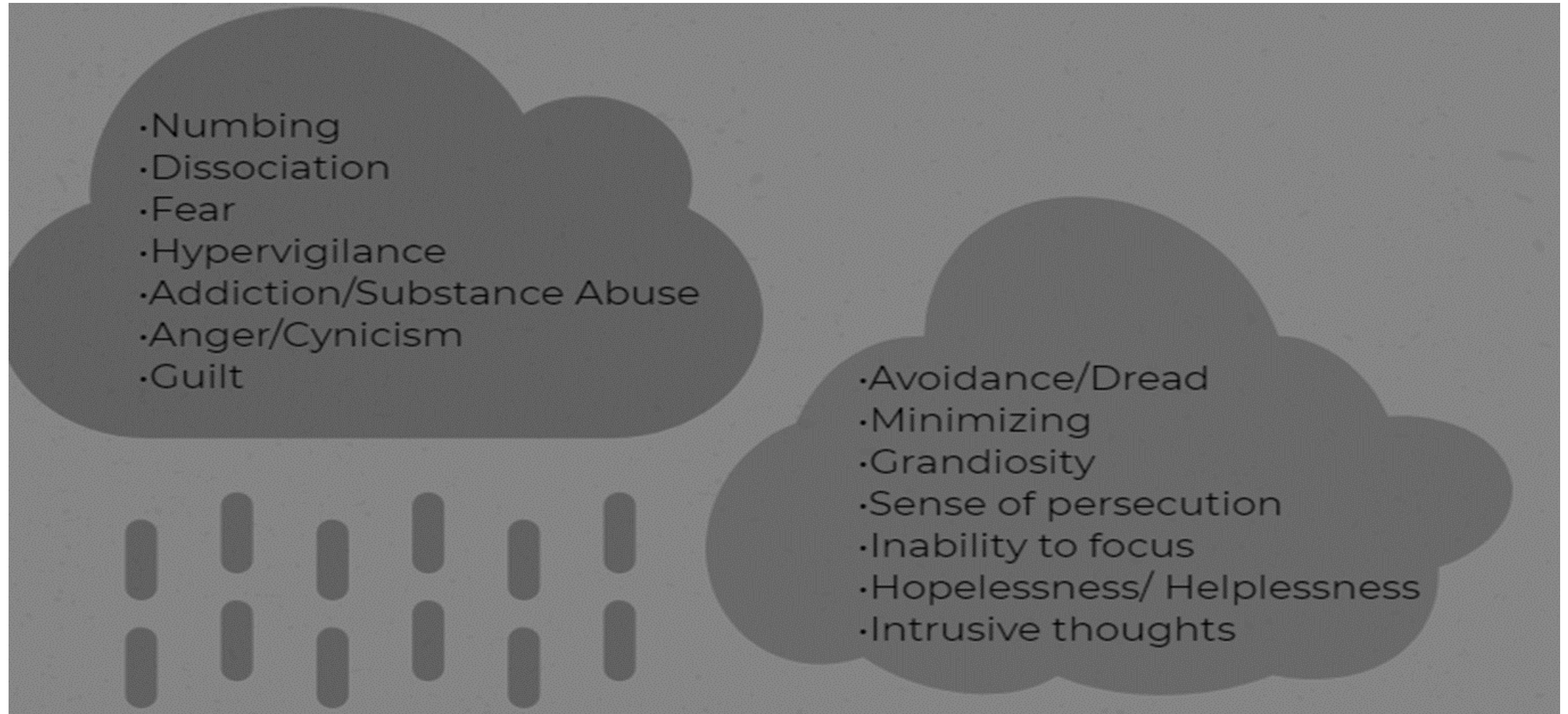


What About You?

So What?



A Trauma Exposure Response¹



Group Exercise



- Can you share an experience from your work in Weatherization that you felt elicited a trauma exposure response?
- What impact did this experience have you on you?
- Did you have any tools to deal with how you felt?

- Emotionally

- Anger
- Irritability
- Sense of hopelessness

- Cognitively

- Difficulty concentrating
- Self-blame
- Low self esteem



- Physically

- Headaches
- Irritability
- Sense of hopelessness

- Behaviorally

- Substance abuse
- Chronic lateness
- Lack of joy

Physical Impacts

- Heart disease
- Guilt
- Insomnia
- High blood pressure
- Diabetes
- Ulcers



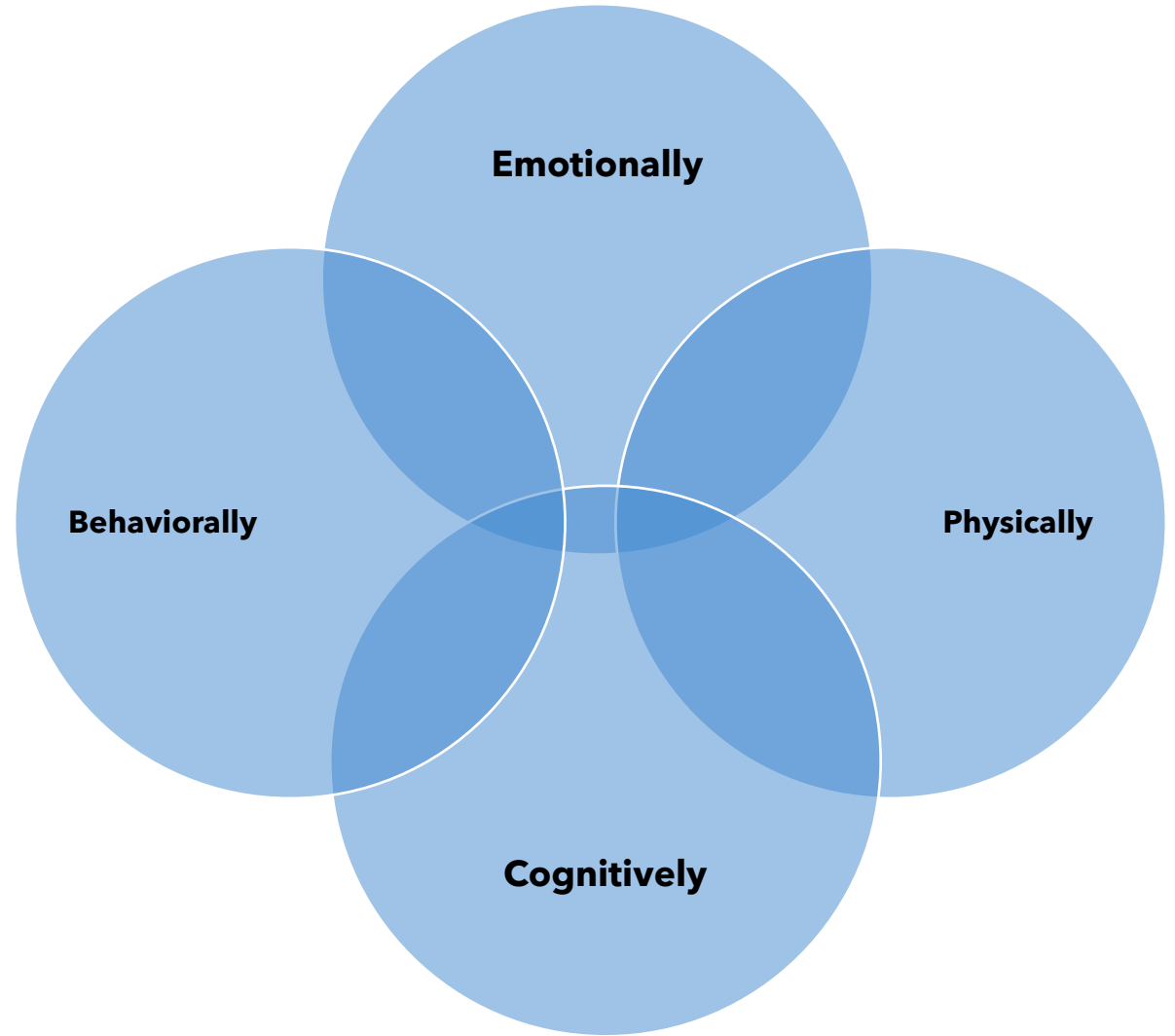
Relational Impacts

- Control issues
- Trust issues
- Outbursts
- Quick to conflict
- Difficulty staying on task



Group Exercise:

What are the
signs of
compassion
fatigue?



Now What?



WHAT PEOPLE THINK HEALING LOOKS LIKE



WHAT HEALING CAN ACTUALLY LOOK LIKE



@YOURUNCONSCIOUSISSHOWING

Healing Isn't Linear

What's Good?



Prevention and Recovery

- Self-care practices can help prevent the development of Compassion Fatigue.
- By engaging in self-care strategies that promote physical, emotional and spiritual wellbeing you can routinely practice these to strengthen your ability to cope.



Sleep. Eat. Exercise.

- Avoid caffeine late in the day
- No blue light in the bedroom
- Guided meditation
- Bedtime routine
- Consistent hours
- Avoid alcohol before bed
- Dim the lights

Sleep. Eat. Exercise.

- Limit sugary drinks and processed foods
- “Outer Ring” shopping
- Focus on whole foods
- Make time to eat real food
- Snack healthy
- Share apples instead of donuts



Sleep. Eat. Exercise.

- Start a walking group/challenge group
- Partner with local gym
- Do it in your down time
- Walking meetings
- Yoga ball at your desk

Month: _____

Name: _____

Activity: Week 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
35 Min Exercise							
60 sit ups							
30 push ups							
5 mins core							
5 mins weight							
8 hours sleep							

Managing symptoms: beyond the basics



Resources



INSIGHT
Peace in our Timer

Fabulous



StickK



Habitica



Aura



Agency Level

Reward self care behaviors

Normalize talking about experiences daily

Invest in and advertise EAP

Create space for self care

Be responsive to traumatic events

Flexibility with leave

Know your goal. Know your role.



- What is your agency's goal?
- What is your program's goal?
- What is your daily goal?
- Who are you to your client?



Activity

What can you do?

Professional Quality of Life Tools

Secondary Traumatic Stress

Secondary traumatic stress (STS) refers to the distress and emotional disruption resulting from continued and cumulative contact, or after single exposure, with individuals who have directly experienced trauma. Work that involves witnessing a great deal of suffering, either by observing or listening to narratives of trauma, can result in lasting emotional distress to health workers.

SELECT LANGUAGE

Compassion Fatigue

Most healthcare providers enter the field with the intent to help others and provide empathic care for patients with critical physical, mental, emotional, and spiritual needs. Healthcare providers, however, can be impacted by the continuing stress of meeting the often overwhelming needs of patients and their families which may result in compassion fatigue.

SELECT LANGUAGE

Resources

- **Trauma Stewardship** by Laura van Dernoot Lipsky (book)
- [**Trauma Stewardship Institute**](#)
- **The Body Keeps the Score: Brain, Mind and Body in the Healing of Trauma** by Bessel van der Kolk (book)
- [**Professional Quality of Life Elements Theory and Measurement**](#)
- [**Bridges out of Poverty**](#)



Questions?

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